

What do I do if I have difficulty logging in to Gaggle?

Created by Corey Tutewiler

Last updated Mar 15, 2019 by Kasey Tackett

If you do not have an Outside Email Address or Mobile Device registered with Gaggle, then you will need to contact either a higher-level administrator at your school or district or Gaggle's Customer Support.

To use your Outside Email Address to retrieve your password, follow these steps:

1. Navigate to <https://apps.gaggle.net>.
2. Choose the Forget Your Password? link below the Username and Password fields.
3. Select the Email icon, then enter your Email Address and the Verification fields.
4. Navigate to your other email address and follow the remaining steps.

It is recommended to set up an Outside Email Address when you first log in to Gaggle, so that you can use it for password retrieval if you should ever forget your password.

To set up the Outside Email Address, follow these steps:

1. Select the Admin tab, located at the top of the interface.
2. Choose Manage My Account in the left panel.
3. In the Outside Email field, in your Basic Settings, choose the Add Address link.
4. Type your full outside email address, then choose the Save icon in the top toolbar.
5. You will need to confirm the address in your primary email to complete the process.

Who can reset passwords?

Passwords for the Gaggle interface can be reset by other users who have a higher access level than you, if they have administrative rights over your group. To reset a password for another individual, follow these steps:

1. Navigate to <https://apps.gaggle.net> and log in.
2. Choose Admin at the top of the interface.
3. Perform a search for the individual, then select their account from the search results.
4. Enter the password into New Password and Retype Password fields, then select Save in the top toolbar.
5. If you mark the Force Password Change checkbox before saving, it will require the user to select their own new password when they next log in.

You can also contact Gaggle's Customer Support to have your password reset, although a form of verification may be required.

No labels